Model Instance Name:Gsa.gov Agencywide V6

MID: TBD

Date: 9/17/2012



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

Thank you for visiting GSA.gov. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

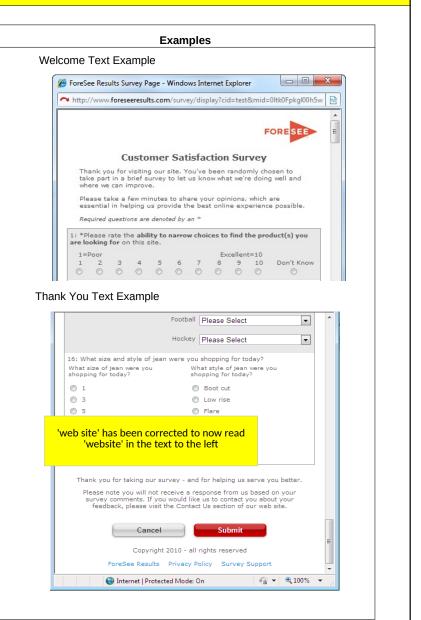
Please base your answers to the survey on your current visit to GSA.gov, and not other GSA sites linking from GSA.gov such as GSA Advantage!, GSA eLibrary, Airline City Pairs Search, etc.).

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.



Model Instance Name: gsa.gov Agencywide V6

MID: FEIYZwRQFEEZAAJI1tURpA==

Date: 9/17/2012

Partitioned: Yes (Please Use the Element order on this page and not an alphabetical order)

	Model que	estioi	ns utilize the <i>i</i>
	ELEMENTS (drivers of satisfaction)		
MO Labela	Novigation (1-Door 10-Evaplient Don't Know)		MO Labala
MQ Labels	Navigation (1=Poor, 10=Excellent, Don't Know)		MQ Labels
1 Navigation - Organized	Please rate how well the site is organized.	17	Satisfaction - Overall
2 Navigation - Options	Please rate the options available for navigating this site.	18	Satisfaction - Expectations
3 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.	19	Satisfaction - Ideal
4 Navigation - Clicks	Please rate the number of clicks to get where you want on this site.		
	Site Performance (1=Poor, 10=Excellent, Don't Know)		
5 Site Performance - Loading	Please rate how quickly pages load on this site.		
6 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.		
7 Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.		
	GSA Web Content (1=Poor, 10=Excellent, Don't Know)		
8 GSA Web Content - Answers	Please rate how well the information viewed today provided answers to your questions.		
9 GSA Web Content - Quality	Please rate the quality of information you viewed on this site.		
.0 GSA Web Content - Understandable	Please rate how understandable the information was that you viewed today.		
	Functionality (1=Poor, 10=Excellent, Don't Know)		
1Functionality - Usefulness	Please rate the usefulness of the website tools (Per Diem Lookup, GSA eLibrary, Airline City Pair, social media tools, etc.) provided on this site.		
2 Functionality - Convenient	Please rate the convenient placement of the website tools (Per Diem Lookup, GSA eLibrary, Airline City Pair, social media tools, etc.) on this site.		
.3 Functionality - Variety	Please rate the variety of website tools (Per Diem Lookup, GSA eLibrary, Airline City Pair, social media tools, etc.) on this site.		
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		
L4 Look and Feel - Appeal	Please rate the visual appeal of this site.		
L5 Look and Feel - Balance	Please rate the balance of graphics and text on this site.		
L6 Look and Feel - Readability	Please rate the readability of the pages on this site.		

SI methodology to determine score	s and im	pacts	
CUSTOMER SATISFACTION			
atisfaction		MQ Labe	els
What is your overall satisfaction with this site' I=Very Dissatisfied, 10=Very Satisfied)	?	20 Return	
low well does this site meet your expectation 1=Falls Short, 10=Exceeds)	ıs?		
low does this site compare to your idea of ar	n ideal	21 Recomm	end
1=Not Very Close, 10=Very Close)			

FUTURE BEHAVIORS Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site? Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?

Model Instance Name:
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Date:

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blue + -->: REWORDING

gsa.gov Agencywide V6 CUSTOM QUESTION LIST

o.p.	Skip		Annuar Obsisses		
QID (Group ID)	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
L002955	Labei	Question Text	GSA employee	Skip to	Radio button, one-up vertica
1002333		What best describes you ? (Select one)	Con employee		Tradio batton, one up vertical
		Coloct Charles	Federal government employee (civilian)		
			Member of the armed forces (military)		
			State/local government employee		
			Small business vendor seeking a government contract, including GSA schedules		
			Large business vendor seeking a government contract, including GSA schedules		
			Vendor with an existing government contract		
			General public		
			Other	Α	
Qinh0016896		Please specify your role in coming to the site today.			
-	Α				Text area, no char limit
L002956		On average, how often do you visit gsa.gov?	This is my first time ever		
					Radio button, one-up vertical
			Frequently (once a month or more often)		
			Infrequently (less often than once a month)		
L002957		Please indicate the primary purpose for your current visit to	Building information		Radio button, one-up vertica
		gsa.gov:			
			Find GSA information (employees, regions, organizations, news, etc.)		
			Forms		
			Government property for sale to the general public		
			Jobs		
			Per diem and/or travel (mileage rates, airfare, lodging, etc.)		
			Policy and/or regulations		
			Purchase products and/or services		
			Research/browsing	В	
			Sell products and/or services		
			Small business contracting and/or partnering		
			Training and/or events		
			Other (please specify)	Α	
1L002958	Α	Please specify your other primary reason.			
					Text area, no char limit
14323	В	Please specify the topic you were researching/browsing.			
					Text area, no char limit
L002961		On this visit, how did you primarily look for information on gsa.gov?	Bookmarks		Radio button, one-up vertica
			Browse using navigation (click on tabs and links)		
			Click on home page links		
			GSA.gov site search		
			Outside search (e.g., Google, Bing, Yahoo, etc.)		
IL002962		How can GSA.gov be improved to better meet your needs? Please be as specific as possible.	, , , , , , , , , , , , , , , , , , , ,		Text area, no char limit

Single or Multi	Required Y/N	Special Instruction s
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blue + -->: REWORDING

gsa.gov Agencywide V6 CUSTOM QUESTION LIST

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	112500					Text area, no char limit
B IPlease specify the topic you were researching/browsing.		В	Please specify the topic you were researching/browsing.			

Model Instance Name:
gsa.gov Agencywide V6
FEIYZwRQFEEZAAJI1tURpA==
Date:

red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION

blue + -->: REWORDING

gsa.gov Agencywide V6 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
AML002959		Did you locate the information you were looking for on this visit?-	Yes	B	Radio button, one-up vertical
AML002960	В	Please describe what you were looking for on the GSA.gov site today?-			Text area, no char limit
AML002961		On this visit, how did you primarily look for information on gsa.gov?	Browse using navigation (click on tabs and links) Click on home page links Search engine GSA.gov site search Outside search (e.g., Google, Bing, Yahoo, etc.)	-	Radio button, one-up vertical
AML002962		How can GSA.gov be improved to better meet your needs? Please be as specific as possible.			Text area, no char limit

Single or Multi	Required Y/N	Special Instruction s
Single	Y	OPS Group
Single	N	OPS Group
Single	Y	
Single	Y	OPS Group
Single	N	OPS Group
Single	N	OPS Group

Single or Multi	Required Y/N	Special Instruction s
Single	¥	Skip Logic Group
Single	N	Skip Logic Group
Single	Y	
	N	